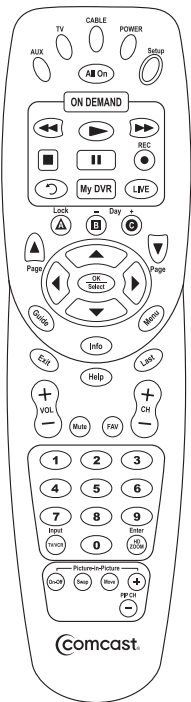




Comcast  
ON DEMAND

## Comcast Custom DVR 3 Device



## User Guide

## OVERVIEW

The Comcast Custom DVR 3-Device universal remote will control up to three home entertainment devices, including a Digital Video Recorder enabled Cable Box (used by Comcast Systems).

The remote control requires installing two (2) new AA batteries (included) and some easy programming to control your devices. For best results, please read and perform all instructions listed here. Also, keep this guide for future reference.

## INSTALLING BATTERIES

1. Pull back the remote control's battery cover and remove it.
2. Insert the two (2) supplied AA batteries according to the + and - marks in the battery case.
3. Push the battery cover back into place.
4. Test the unit by pressing any mode key (i.e., **AUX**, **TV**, or **Cable**). If batteries are inserted correctly, the selected mode key will light.

NOTE: When batteries need replacement, the remote control will stop operating. Replace the old batteries and the unit will be restored to its full functionality, complete with your favorite settings.

## FEATURES AND FUNCTIONS

Use the remote control's mode keys (i.e., **AUX**, **TV**, or **Cable**) to control a specific device. When pressed, the selected mode key will light, confirming your choice. Use the other keys to perform desired actions (see the following key chart).

NOTE: The selected mode will remain active until you press another mode key.

Press **AUX**, **TV**, or **Cable** once to select and control a device.

Press **Power** once to turn on or off the selected home entertainment device.

Use **Setup** for all programming sequences.

Press **All On** once to turn on or off all programmed devices in this order: **Cable**, **TV**, and **AUX**. After all devices are on, **Cable** is the active mode.

Press **ON DEMAND** once to access Comcast's ON DEMAND menu (not available in all areas).

In the **AUX** or **TV** mode, use the transport keys to control a VCR, PVR, or DVD player. To record a program on a VCR, press **REC** twice.

In the **Cable** mode, use the keys to control ON DEMAND programs.

Press **REPLAY** to replay the previous few seconds of a program.

Press **My DVR** to show a list of programs that have been recorded.

Press **LIVE** to return to watching live TV.

Use **A**, **B**, or **C** to access interactive functionality on your cable box.

Use **Page+** (or **Page-**) to page up (or down) through menu screens and the interactive program guide.

Use **Guide** to display the interactive program guide.

Use these keys to move the cursor in the interactive program guide and menu screens.

Use **OK (Select)** to select menu options, PPV events, and programs from the interactive program guide.

Use **Info** to display current channel and program information.

Use **Menu** to display the Quick Menu (on a Motorola Cable Box), or to access settings (on a Scientific Atlanta Explorer, Pioneer Voyager, or PACE cable box).

Use **Exit** to exit the menu or guide.

Use **Help** to access digital cable help.

Use **Last** to recall the last channel or go back one screen in the menu.

Use **VOL+** (or **VOL-**) to raise (or lower) the sound volume. Also see Changing Volume Lock.

Press **Mute** once to turn sound off or on.

In the Cable mode, press **FAV** once to display programmed favorite cable channels.

Use **CH+** (or **CH-**) to select the next higher (or lower) channel.

When controlling a DVD player, use **CH+** (or **CH-**) to skip forward (or skip reverse) through video.

Use the keypad (**0** ~ **9**) to directly select the channels (e.g., 09 or 031).

In the **TV** mode, use this key to switch the TV's input to view TV or video programs.

In the **AUX** mode, use this key to switch the VCR, PVR (or DVR), or DVD player to view TV or video. For an audio device, use it to switch to an input source.

Use **HD/ZOOM** to change the aspect Ratio on HD Receivers.

Use the PIP Function keys to operate the PIP functionality of your converter and TV (If Available)

## PROGRAMMING DEVICE CONTROL

The Comcast Custom 3-Device universal remote control is preprogrammed at the factory to operate the Cable Box supplied by your Comcast system, an RCA TV, and an RCA VCR (in the **AUX** mode). To control devices other than default brands (excluding the Cable Box), perform the below steps; otherwise skip this section:

1. Turn on a device (e.g., VCR or DVD Player) and, if applicable, insert media, (e.g., video cassette or disc).

NOTE: Please read steps 2 to 6 completely before proceeding. Highlight or write down the codes and device you wish to program before moving on to step 2.

2. On the remote control, press a device key once (i.e., **AUX** or **TV**).

NOTE: Use the **AUX** key to program control of an Audio Amplifier or Receiver, a DVD Player, a Home-Theater-In-A-Box Device, a PVR (or DVR), or a VCR.

3. Press and hold **Setup** until the selected mode key blinks twice, then release **Setup**.

4. Locate the code for your device in Manufacturer's Codes on the back of this user guide. Brands are listed in alphabetical order with the most popular codes listed first.

5. Enter the first five-digit code for your device. If you perform this procedure correctly, the selected mode key will blink twice.

NOTE: If you enter an invalid code, the selected mode key will display one long blink and exit the programming mode. Repeat steps 2 to 5 with a valid code.

6. Aim the remote control at your device and press **Power** once. The device should turn off. If it does not respond, repeat steps 2 to 6, trying each code listed for your brand until you find one that works. If it still does not work, try Searching For Your Code.

NOTE: If the device does not have a **Power** key, press the **► (Play)** key.

7. For future reference, write your device code in the appropriate boxes below:

**AUX Code:**

Device Type:\_\_\_\_\_

**TV Code:**

8. Repeat steps 1 to 7 for another device you want to control.

## SEARCHING FOR YOUR CODE

If your home entertainment device does not respond to the remote control after trying all of the codes listed for your brand, or if your brand is not listed at all, try searching for your code.

For example, after trying all of the codes for your TV, you still cannot get the remote control to operate your TV, then:

1. Turn on your TV.
2. On the remote control, press **TV** once. Then press and hold **Setup** until the **TV** key blinks twice, then release **Setup**.

3. Enter **9 - 9 - 1 - 1**. The **TV** key will blink twice.

Note: Substitute **1** with **0** if searching for a Cable code, **2** if searching for a DVD, VCR or PVR and **3** if searching for an Audio device

4. Press Power and aim the remote control at the TV and press CH + one or more times until the TV turns off.

NOTE: In the search mode, the remote control will send IR codes from its library to the selected device, starting with the most popular code first.

5. Press **Setup** once to lock in the code.The **TV** key will blink twice.

6. To search for the codes of another device, repeat steps 1 to 5, but substitute the **AUX** key for the auxiliary device you are searching for.

## CHECKING THE CODES

If you have set up the remote control using the Searching For Your Code procedure, you may need to find out which five-digit code is operating your equipment. Perform the following steps after setting up your devices to find out which five-digit code operates your equipment. For example, to find out which code is operating your TV:

1. Turn on your TV.
2. On the remote control, press **TV** once. Then press and hold **Setup** until the **TV** key blinks twice, then release **Setup**.
3. Enter **9 - 9 - 0**. The **TV** key will blink twice.
4. To view the code for the first digit, press **1** once. Wait 3 seconds and count the number of times the TV key blinks (e.g., 3 blinks =3) and write down the number in the left most TV Code box (at end of this section).

NOTE: If a code digit is "0", the selected mode key will not blink.

5. Repeat step 4 four more times for the remaining digits. Use **2** for the second digit, **3** for the third digit, **4** for the fourth digit and **5** for the fifth digit. Finish writing down the code in the TV Code boxes (at end of this section).

6. To check another device code, repeat steps 1 to 5, but substitute the **AUX** key for the auxiliary device you are checking. Write down the codes in the appropriate boxes below:

**AUX Code:**

Device Type:\_\_\_\_\_

**TV Code:**

## CHANGING VOLUME LOCK

The Comcast Custom 3-Device universal remote control is set at the factory to control the TV volume in all modes.

However, you may change the Volume Lock setting to Individual Volume Unlock to unlock a specific device's volume controls for independent operation in its own mode (e.g., Audio Receiver volume controls in the **AUX** mode).

Or, if desired, you can perform Global Volume Unlock so that the volume controls of all devices can be independently operated in their own modes.

## Unlocking Volume Control For A Single Device (Individual Volume Unlock):

1. Press a desired mode key where you want volume to be unlocked (e.g., **AUX**) and controlled within its own mode.

2. Press and hold **Setup** until the selected mode key blinks twice, then release **Setup**.
3. Enter **9 - 9 - 3** and then press **VOL-** once. The mode key will blink four times confirming unlock.
4. If desired, repeat steps 1 to 3 (of this section) for each device that you want volume to be unlocked.

5. Now, after you select a device that has volume unlocked (e.g., **AUX**), pressing **VOL+**, **VOL-**, or **Mute**, will control the device's volume only in its own mode.

## Unlocking All Volume Controls (Global Volume Unlock):

1. Press and hold **Setup** until the selected mode key blinks twice, then release **Setup**.
2. Enter **9 - 9 - 3** and then press **VOL+** once. The mode key will blink four times confirming unlock.
3. Now, volume controls for all devices can be independently controlled in their own modes.

## Locking Volume Control To TV or AUX Mode:

1. Press and hold **SETUP** until the Red light flashes twice, then release **SETUP**.
2. Enter **9 - 9 - 3** (Red light will flash twice).
3. Press and release either **TV** or **AUX** (Red light for selected device will flash twice).

## REASSIGNING DEVICE KEYS

With the Comcast DVR remote, you can easily decide what device you want to add under the AUX mode.

For example, to have the unit control a TV, a Cable Box, and second TV all you need to do is enter in the TV code as follows:

1. On the remote control, press **AUX** once. Then press and hold **Setup** until the **AUX** key blinks twice, then release **Setup**.
2. Enter **1-0-0-4-7**
3. The **AUX** key is now ready to be programmed for your second TV. See Programming Device Control for instructions.

## PROGRAMMING CHANNEL CONTROL LOCK

By default, the remote control's channel-control capabilities are locked to the Cable Box. The affected keys are **0** ~ **9**, **CH+**, **CH-**, **Enter**, and **Last**.

This will guarantee that you do not inadvertently change a channel while in the TV mode. However, you can turn off this feature to allow full access to these keys in the **TV** and **Cable** modes.

NOTE: This feature does not affect the **AUX** mode.

## De-Activating Channel Control Lock

1. On the remote control, press **Cable** once. Then press and hold **Setup** until the **Cable** key blinks twice, then release **Setup**.
2. Enter **9 - 7 - 3**. Press **CH-** once. The **Cable** key will blink four times.
3. Now, the remote control will provide TV or cable channel control capabilities while in the **TV** or **Cable** mode.

## Re-Activating Channel Control Lock

1. On the remote control, press **Cable** once. Then press and hold **Setup** until the **Cable** key blinks twice, then release **Setup**.
2. Enter **9 - 7 - 3**. Press **CH+** once. The **Cable** key will blink twice.
3. Now, regardless if you select the **TV** or **Cable** mode, only the channel control capability of your cable box will be accessible.

## TROUBLESHOOTING

PROBLEM: A mode key does not blink when you press a key.

SOLUTION: Replace the batteries with two (2) new AA batteries.

PROBLEM: During programming, a mode key displays one long blink.

SOLUTION: An invalid entry has occurred. Check the key to be entered and try programming again.

PROBLEM: A mode key blinks when you press a key, but home entertainment component does not respond.

SOLUTION: Make sure the remote control is aimed at your home entertainment device and is not farther than 15-feet away.

PROBLEM: The remote control does not control home entertainment devices or the commands are not working properly.

SOLUTION: Try all listed codes for the device brands being set up. Make sure they can be operated with an infrared remote control.





MANUFACTURER'S CODES

Setup Codes For Audio Amplifiers

GE	30078
JVC	30331
Soundesign	30078
Victor	30331
Wards	30078
Yamaha	30354

Setup Codes For Audio Receivers

ADC	30531
Aiwa	30158, 30189, 30405
Bose	31229, 31933
Capetronic	30531
Carver	30189
Denon	31360, 31104
Harman/Kardon	30110, 30189
Integra	30135
JBL	30110
JVC	30074
Kenwood	31313, 31570, 30027, 31027
Linn	30189
Magnavox	30189, 30531
Marantz	30189
Onkyo	30135, 30842
Optimus	31023, 30531
Panasonic	31308, 31518
Philips	30189, 31266
Pioneer	31023, 30014, 30531, 31384
Polk Audio	30189
Proscan	31254
RCA	31023, 31254, 30531
Sansui	30189
Sony	31759, 30158, 31758
Stereophonics	31023
Sunfire	31313
Technics	31308, 31518
Victor	30074
Wards	30158, 30189, 30014
Yamaha	30176, 31176

Setup Codes For Cable Boxes

ABC	00003, 00008
Americast	00899
Bell South	00899
Comcast	01982
Digeo	01187
Director	00476
General Instrument	00476, 00810, 00276, 00003
GoldStar	00144
Hamlin	00009, 00273
Jerrold	00476, 00810, 00276, 00003
Memorex	00000
Motorola	01376, 00476, 00810, 00276, 01187, 01254
Pace	01877, 00237, 00008
Panasonic	00000, 00107, 01982
Paragon	00000
Philips	01305, 00317
Pioneer	01877, 00877, 00144, 00533
Pulsar	00000
Quasar	00000
Regal	00279, 00273
Runco	00000
Samsung	00144
Scientific Atlanta	01877, 00877, 00477, 00008
Sony	01006
Starcom	00003
Supercable	00276
Torx	00003
Toshiba	00000
Zenith	00000, 00525, 00899

Setup Codes For DVD Players

Accurian	21416
Aiwa	20641
Akai	20695, 20899, 21089
Alco	20790

Allegro	20869
Amphion Media	21245
AMW	21245
Apex Digital	20672, 20830, 21056, 21061
Arggo	21023
Aspire Digital	21168
Audiovox	20790, 21121, 21122
Blue Parade	20571
Broksonic	20695, 20868, 21419
Cinea	20831
Cinego	21399
CineVision	20876, 20833, 20869
Citizen	20695, 21277
Coby	20778, 21086, 21107, 21351
Craig	20831
CyberHome	20816, 20874, 21023, 21129
Daewoo	20705, 20833, 20869, 21169, 21172, 21234, 21242, 21441
Denon	20490, 20634
Disney	20675, 21270
Durabrand	21127
DVD2000	20521
Emerson	20591, 20675, 20821, 21268
Enterprise	20591
ESA	20821, 21268
Funai	20675, 21268, 21334
Gateway	21073
GE	20522, 20815
Go Video	20744, 20715, 20741, 20783, 20833, 20869, 21044, 21075, 21099, 21304
GoldStar	20741
Harman/Kardon	20582, 20702
Hitachi	20573, 20664, 21247
Hiteker	20672
iLo	21348, 21472
Initial	21472
Insighia	21268
Integra	20627
JBL	20702
JVC	20558, 20623, 20867, 21164, 21602
Kawasaki	20790
Kenwood	20490, 20534
KLH	20790
Koss	20651
Lenoxx	21127
LG	20591, 20741, 20869
LiteOn	21058, 21416, 21440
Loewe	20511
Magnavox	20503, 20539, 20646, 20675, 20821, 21268, 21472, 21506
Marantz	20539
Memorex	20695, 20831, 21270
Microsoft	20522, 21708
Mintek	20839, 21472
Mitsubishi	21521, 20521
NAD	20741
NEC	20785
Norcent	21107
Onkyo	20503, 20627
Oritron	20651
Panasonic	20490, 20703, 21362, 21462, 21490, 21762
Philips	20503, 20539, 20646, 20675, 20854, 21260, 21267, 21354
Pioneer	20525, 20571, 20631
Polaroid	21061, 21086, 21245
Polk Audio	20539
Presidian	20675
Proscan	20522
ProVision	20778
Qwestar	20651
RCA	20522, 20571, 20790, 20822, 21022, 21132, 21769
Rio	20869
Rotel	20623
Sampo	20698, 20752
Samsung	20490, 20573, 20199, 20820, 20899, 21044, 21075, 21470

Sansui	20695
Sanyo	20695, 20873
Sharp	20630, 20675, 20752, 21256
Shinsonic	20533, 20839
Sonic Blue	20869, 21099
Sony	20533, 21533, 20864, 21033, 21070, 21431, 21536
Sova	21122
Superscan	20821
Sylvania	20675, 20821, 21268
Symphonic	20675, 20821
Teac	20790
Technics	20490, 20703
Theta Digital	20571
Tivo	21503
Toshiba	20503, 20695, 21045, 21154, 21503, 21769
Urban Concepts	20503
US Logic	20839
Venturer	20790
Vizio	21064, 21226
Xbox	20522, 21708
Yamaha	20490, 20539, 20545
Zenith	20503, 20591, 20741, 20869

Setup Codes For DVD-R Players

Accurian	21416
Apex Digital	21056
Aspire Digital	21168
Broksonic	21419
Coby	21086
CyberHome	21129
Funai	20675, 21334
Gateway	21073
GoldStar	20741, 21304
Go Video	20741, 21304
iLo	21348
JVC	21164
LG	20741
LiteOn	21416, 21440
Magnavox	20646, 20675, 21506
Panasonic	20490
Philips	20646
Pioneer	20631
Polaroid	21086
RCA	20522
Samsung	20490, 21470
Sharp	20675
Sony	21033, 21070, 21431, 21536
Sylvania	20675
Zenith	20741

Setup Codes For TVs

Admiral	10093, 10463
Advent	10761, 10783, 10815, 10817, 10842, 11933
Aiko	10092
Akai	10812, 10702, 10030, 10672, 11903
Albatron	10700, 10843
America Action	10180
Anam	10180
Anam National	10055
AOC	10030
Apex Digital	10748, 10879, 10765, 10767, 10890
Audiovox	10451, 10180, 10092, 10623, 10802, 10875
Aventura	10171
Bell & Howell	10154
BenQ	11032
Bradford	10180
Broksonic	10236, 10463
Candle	10030
Carnivale	10030
Carver	10054
Celebrity	10000
Celera	10765
Changhong	10765
Citizen	10060, 10030, 10092
Clarion	10180

Commercial Solutions	11447, 10047
Contec	10180
Craig	10180
Crosley	10054
Crown	10180
Curtis Mathes	10047, 10054, 10154, 10451, 10093, 10060, 10702, 10030, 10145, 10166, 10466, 11147, 11347
CXC	10180
Daewoo	10451, 10092, 11661, 10623, 10661, 10672
Dell	11080, 11178
Denon	10145
Denstar	10628
Dumont	10017
Durabrand	10463, 10180, 10178, 10171, 11034
Electroband	10000
Electrograph	11755
Electrohome	10463
Emerson	10154, 10236, 10463, 10180, 10178, 10171, 10623, 11963
Envision	10030, 10813
ESA	10812, 10171, 11963
Fisher	10154, 10159
Fujitsu	10683, 10809, 10853
Funai	10180, 10171, 11271, 11963
Futurtech	10180
Gateway	11755, 11756
GE	11447, 10047, 10051, 10451, 10178, 10055, 11347
Gibraltar	10017, 10030
Go Video	10886
GoldStar	10178, 10030
Grunpy	10180
Haier	11034, 10768
Hallmark	10178
Harman/Kardon	10054
Harvard	10180
Havermy	10093
Helios	10865
Hello Kitty	10451
Hewlett Packard	11494, 11502
Hisense	10748
Hitachi	11145, 10145, 10151, 11960
Hyundai	10849
iLo	11990
Infinity	10054
Initial	11990
Insighia	10171, 11204, 11963, 12002
Inteq	10017
JBL	10054
JCB	10000
Jensen	10761, 10815, 10817, 11933
JVC	10053, 10731, 11253
KEC	10180
Kenwood	10030
KLH	10765, 10767
Konka	10628, 10707
Kost	11262
KTV	10180, 10030
LG	11265, 10178, 10700, 10856, 11178, 11758, 11993
Loewe	10136
LXI	10047, 10054, 10154, 10156, 10178
Magnavox	11454, 10054, 10030, 10706, 10187, 10386, 10802, 11198, 11254, 11963, 11990
Marantz	10054, 10030, 10704, 10855
Matsushita	10250, 10650
Maxent	11755
Megapower	10700
Megatron	10178, 10145
Memorex	10154, 10463, 10150, 10178
MGA	10150, 10178, 10030
Midland	10047, 10017, 10051
Mintek	11990
Mitsubish	10093, 11250, 10150, 10178, 10092

	10836
Monivision	10700, 10843
Motorola	10093, 10055
MTC	10060, 10030
Multitech	10180
NAD	10156, 10178, 10866
NEC	10030, 11704
NetTV	11755
Nikko	10178, 10030, 10092
Norcent	10748, 10824
NTC	10092
Olevia	11144, 11240, 11331
Omwa	10180
Optimus	10154, 10250, 10166, 10650
OptomA	10887
Optonica	10093, 10165
Orion	10236, 10463, 11463
Panasonic	10250, 10051, 10055, 10650, 11291, 11941
Penney	10047, 10156, 10051, 10060, 10178, 10030, 11347
Petters	11523
Philco	10054, 10030
Philips	11454, 10054, 10690
Pilot	10030
Pioneer	10166, 10679, 10866
Polaroid	10765, 10865, 11262, 11276, 11314, 11341, 11523, 11991
Portland	10092
Prima	10761, 10783, 10815, 10817, 11933
Princeton	10700, 10717
Prism	10051
Proscan	11447, 10047, 11347
Proton	10178, 10466
Pulsar	10017
Quasar	10250, 10051, 10055, 10165, 10650
RadioShack	10047, 10154, 10180, 10178, 10030, 10165
RCA	11447, 10047, 10090, 10679, 11047, 11147, 11247, 11347, 11547, 11958, 12002
Realistic	10154, 10180, 10178, 10030, 10165
Runco	10017, 10030
Sampo	10030, 11755
Samsung	10060, 10812, 10702, 10178, 10030, 10766, 10814, 11060, 11903
Sansui	10463
Sanyo	10154, 10088, 10159
Scotch	10178
Scott	10236, 10180, 10178
Sears	10047, 10054, 10154, 10156, 10178, 10171, 10159
Sharp	10093, 10165, 10386, 11602
Sheng Chia	10093
SigneT	11262
Simpson	10187
Sony	11100, 10000, 11317
Soundesign	10180, 10178
Squareview	10171
SSS	10180
Starlite	10180
Studio Experience	10843
Superscan	10093, 10864
Supreme	10000
SVA	10748, 10587, 10768, 10865, 10870, 10871, 10872
Sylvania	10054, 10030, 10171, 11271, 11314, 11963
Symphonic	10180, 10171
Syntax	11144, 11240, 11331
Tandy	10093
Tatung	10055, 11756
Technics	10250, 10051
Techview	10847
Techwood	10051
Teknika	10054, 10180, 10150, 10060, 10092

Telefunken	10702
TMK	10178
TNCi	10017
Toshiba	10154, 11256, 10156, 11265, 10060, 10650, 10845, 11156, 11356, 11656, 11704
TVS	10463
Vector Research	10030
Victor	10053
Vidikron	10054
Vidtech	10178
Viewsonic	10857, 10864, 10885, 11330, 11578, 11755
Vizio	10864, 10885, 11756, 11758
Wards	10054, 10178, 10030, 10165, 10866, 11156
Waycon	10156
Westinghouse	10885, 10889, 10890, 11282, 11577
White Westinghouse	10463, 10623
YamahA	10030
Zenith	10017, 10463, 11265, 10178, 10092

Setup Codes For LCD TVs

Apex Digital	10890
Audiovox	10180, 10802, 10875
Dell	11080, 11178
Envision	10813
Funai	10171
Go Video	10886
Hyundai	10849
iLo	11990
Initial	11990
Insighnia	11204, 12002
Kost	11262
LG	10856, 11178, 11993
Magnavox	11454, 10802, 11198, 11990
Marantz	10855
Maxent	11755
Mintek	11990
Mitsubishi	11250
Olevia	11144, 11240, 11331
Panasonic	10650, 11941
Petters	11523
Philips	11454
Polaroid	11262, 11276, 11341, 11523
RCA	10047, 11958
Sampo	11755
Samsung	10812, 10766, 10814
Sharp	10093, 11602
Signet	11262
Superscan	10864
SVA	10587, 10870, 10871
Sylvania	10171, 11271, 11314
Symphonic	10171
Syntax	11144, 11240, 11331
Techview	10847
Toshiba	10845, 11656
Viewsonic	10857, 10864, 10885, 11330, 11578
Vizio	10864, 10885, 11756, 11758
Westinghouse	10885, 10889, 10890, 11282, 11577
Zenith	11265